

PLEASE TOUCH MUSEUM®

Position Description

**MANAGER, ADMISSIONS**

<b>Reports to:</b>	Director, Marketing	<b>Department:</b>	Admissions
<b>Direct Reports:</b>		<b>Division:</b>	Marketing & Communications
<b>FLSA Status:</b>	Exempt	<b>Effective Date:</b>	FY19
<b>Status:</b>	Full-Time	<b>Hours / Week:</b>	40
			Tuesday – Saturday or Wednesday – Sunday

**Background**

Please Touch Museum, the Children’s Museum of Philadelphia (PTM), was founded in 1976 and was the first children’s museum to focus exclusively on young children ages birth to seven.

As a leading 21<sup>st</sup> century children’s museum, PTM’s exhibits, Museum experiences and educational programs are developed to engage children and foster the intellectual, social and emotional skills necessary to be successful in the classroom and in life. PTM’s mission is to change a child’s life as they discover the power of learning through play. PTM welcomes over half a million visitors a year from the greater Philadelphia region, across the country and around the globe. The Museum is housed in Memorial Hall, a National Historic Landmark with over, 100,000 sq. ft in total and 60,000 sq. ft of exhibit space.

**Position Summary:**

The Admission Manager is to provide excellent customer service and facilitate the daily operations of the admissions desk. The Admission Manager administers the point-of – sale ticketing system, ensuring that all transactions are accurate and valid. The Admission Manager is responsible for all admissions staff include Admissions Supervisor at Please Touch Museum. This position assists in refining and implementing customer service policies and ticketing modifications

This manager direct reports are: supervisor, part time and full-time nonexempt Admissions Assistants.

## **Responsibilities:**

- Maintain high degree of motivation in team members with a focus on customer service, including upselling Memberships, carousel tickets and special event tickets. Provide initial and ongoing training on ticketing/POS system
- Assist in hiring, orienting, training and appraising staff with an emphasis on developing and mentoring Admissions Assistants. Appraisals may include but are not limited to ongoing written counseling, goal setting, mid-year and year end reviews
- Resolve visitor issues in a timely manner. Develop and implement training to minimize negative visitor experiences.
- Works closely with relevant departments to ensure that coupons and promotions are added to the POS in a timely manner.
- Utilize POS to retrieve relevant data and reports
- Attend interdepartmental meetings including be a backup team leader for the weekly Operation meeting.
- Ensure with assistance of Admissions Supervisor developing work schedules for Admissions Staff. Assist with processing timesheets and approving payroll for Admissions Staff
- Ensure with the assistance of Admission Supervisor, maintaining supplies and information at the Admissions Desk. This includes ticket stock, parking tickets, directions, current coupons and Lost/Found
- Other duties as assigned.

## **Minimum Qualifications:**

- Bachelor's degree in business or related fields required
- Must have a minimum of 3 years of management experience related to hiring, training, conflict resolutions, and mentoring a large staff of exempt and nonexempt staff.
- Demonstration of good problem solving and conflict resolution skills.
- Demonstrates excellent customer service skills with understanding of the visitor needs.
- Internal sales experience strongly preferred.
- Proven ability to be able to promote programs that will increase visitation.
- Be able to understand Admission reporting and ticketing analysis.
- Experience with POS, (preference Altru) ticket printing, parking ticket printing systems
- Excellent Microsoft computer skills, including but not limited to Word and Excel. Must be familiarity with Google Doc.
- Excellent written and oral communication skills required
- Proven ability to engage positivity with families and children.
- Ability to multi task and work in a flexible positive environment

Please Touch Museum offers an excellent working environment; a comprehensive benefit package and competitive salary. To apply for this opportunity, please email your cover letter, resume, and accomplishments to: Email: [employment@pleasetouchmuseum.org](mailto:employment@pleasetouchmuseum.org) or mail to HR Dept. Please Touch Museum, 4231 Avenue of the Republic, Philadelphia, PA 19131: fax: 215-581-3182 Office telephone: 215-581-3189 EOE

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